

Use Pattern of Information Sources and Services by the Job Seekers at Public Libraries in Chennai City – A Study

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ABSTRACT

An attempt made in this study to know about the use pattern of information sources and services by the job seekers with the special reference of public libraries in Chennai city. Well structured questionnaires distributed randomly to the users of public libraries to investigate the aims of the study. The result shows that most of the respondents are male with the age group of 26 to 30 and have the educational qualification of a graduate. Majority of the respondents are having an average level (53.8%) of information literacy skills. Most of the respondents are moderately aware (55.7%) about the information sources and services of public libraries. Majority of the respondents (68.35%) visit the public libraries often. Job oriented books (83.54%) are often used by the respondents followed by 56.33% of job oriented periodicals, 35.44% of e-resources and 43.04% of encyclopedia and dictionary are used occasionally. 68.35% and 45.57% of the respondents use the reading room and notice board and new arrivals display service often. Most of the respondents (65.19%) and (58.23%) often use online public access catalogue or web OPAC and browse themselves in the stock area. Majority of the respondents (56.96%) satisfied with the information sources and services (63.29%) available in the public libraries. Most of the respondents agree that there are some problems like insufficient information sources (34.81%), inadequate services (34.18%), lack of search techniques (51.90%), infrastructure (47.47%) and library timings (40.51%).

Keywords: Use pattern, Information sources, Information services, Job seekers, Public library, Chennai

INTRODUCTION

Public libraries play a vital role in society development. It is a dynamic institution which helps to get access to printed and digital information sources for lifelong learning. It serves the users in most efficient and cost-free service. It creates intellectual, literacy and social activities. It has various types of users such as students,

professionals, employed, unemployed and retired persons. Nzivo (2012) defines that public libraries serve as societal equalizers, providing information resources and services to all people regardless of socioeconomic status, disability or place. Martin (1937) denoted that a public library is a social institution serving as a medium to deal with social problems. Bajpai and Jyoti Kumar (2015) states that public libraries in India made a

remarkable change after the post independence. Ghosh (2005) expresses that public libraries are people oriented institutions. Public library defined as “a library provided wholly or partly from public funds, and the use of which is not restricted to any class of persons in the community but is freely available to all” (Harrods’ Librarian’s Glossary, 2000). Tamilnadu public library act, 1948 provided right to organize district central library, branch library, part-time library and village library in each district with the help of local library authority fund of each district. In Chennai nearly 159 libraries functioned now. It includes the district central library, branch library, full-time library, village library, Connemara public library and Anna centenary library. Job seekers define themselves as someone who is trying to find a job. They are called as job searchers, unemployed youth, job seeking youth etc. public libraries become a bridge to the job seekers to seek their needed jobs through the information sources and services available in the library. According to the above mentioned context the present study focuses on the use pattern of information sources and services by job seekers at public libraries in Chennai city.

REVIEW OF LITERATURE

The main purpose of this review gives the important relevant work done on the topic. Some of the studies related to the topic are-

Dongardive (2019) conducted a study to find the usage of information sources and services at agriculture library, Mekelle university. The findings of the study show that 100% of the students were aware of agriculture library. 45.67% of the students visit the library several times a week. 54.32% of them spent one hour in the library. 70.37% of the respondents were satisfied with the library timings. 55.55% satisfied with the information sources available in the library. 49.38% opined that reference collection and 51.85% opined that textbook collection was very good. 51.81% preferred print documents. 50.61% observed that the library materials are in proper arrangement. The study also recommended that staff service should be improved to satisfy the students and

add an adequate collection of textbooks, references books and e-database which related to agriculture.

Shivakumara and Sampathkumar (2018) made an attempt to explore the use of information sources and services in public libraries. It was carried out in 25 city / district central libraries in Karnataka state. The findings of the study reveal that the majority of the public library users are students (73.67%) from rural areas (48.13%) used the public library daily (62%) and spent more than 4 hours (73.3%) in public libraries. It also suggested that public libraries should buy more books which is relevant to the students, create awareness among female users to visit public library and improve basic facilities like separate reading hall, female waiting room and information services.

Kishorekumar and Lokesh Naik (2014) had conducted a study to know about the use pattern of information resources by citizens in public libraries with the special reference of Tumkur district central library. The results show that the majority of the users belong to the age group between 18 to 25, make use of the library once in a week, satisfied with the library working hours and reading room facilities. They are interested in reading fiction followed by classic books.

Tyagi (2011) investigated information resources and services at Delhi public library. The findings of the study reveal that the library computerized with KOHA software. Most of the users use the library for reading newspapers, magazines and subject related books. Majority of the users are retired and unemployed persons and use the library daily. They are satisfied with the physical facilities, information sources and services provided by the library.

OBJECTIVES

- To find the level of information literacy skills among the job seekers.
- To know the level of awareness about the information sources and services at public libraries.

- To find out the frequency of visits to the public libraries.
- To check the usage of information sources and services among the job seekers at public libraries.
- To find the search strategies used to get access to the needed information sources.
- To find the level of satisfaction about the public libraries.
- To know the problem faced while accessing information sources and services by the job seekers at public libraries.

METHODOLOGY

This paper deals with the use pattern of information sources and services by the job seekers at public libraries with the special reference of Chennai city. Well structured questionnaire was randomly distributed to the users at public libraries. A total of 200 questionnaires were distributed from that 158 filled questionnaires received and consider for the study. The overall response rate was 79%. The collected data analyzed, tabulated, interpreted and presented using statistical tools like percentage, Chi-square test and correlation by SPSS software.

Limitation: This study carried out in the public libraries according to the usage of users community. Full time public libraries and District central library at Chennai city was only considered for the study.

Data Analysis and Interpretation

Table 1 shows the demographic details of the respondents. Out of 158, majority of the respondents are male (64.56%) followed by female (35.44%). Age wise distribution, majority of the respondents are between the age group of 26 to 30 (45.57%) followed by the above 30 age group (32.28%) and 22.15% are below the age of 25. Educational qualification wise distribution shows that majority of the respondents are

Table 1: Demographic Details

Gender	Number of Respondent	Percentage
Male	102	64.56
Female	56	35.44
Total	158	100
Age		
Below 25	35	22.15
26-30	72	45.57
Above 30	51	32.28
Total	158	100
Educational Qualification		
12th Standard	5	3.16
Graduate	74	46.84
Post Graduate	69	43.67
Others	10	6.33
Total	158	100

graduate (46.84%) followed by postgraduate (43.67%), others are (6.33%) and 3.16% 12th standard.

The above Table 2 reveals the level of information literacy skills of the respondents. Majority of the respondents are average level (53.8%) of information literacy skills followed by above average level (39.87%) whereas (6.33%) are below average level of information literacy skills.

Table 2: Level of Information Literacy Skills

Level of information literacy skills	No. of Respondent	Percentage
Below Average	10	6.33
Average	85	53.8
Above Average	63	39.87
Total	158	100

Hypothesis 1

There is a significant difference between the level of information literacy skills and gender.

Calculated Value	Degree of Freedom	Table Value
4.43	2	5.99

These results show that there is a statistically significant difference between the level of information literacy skills and gender (Chi-square with 2 degree of freedom = 4.43, $p = 0.109$). Hence null hypothesis rejected and alternative hypothesis accepted at 0.05 level of significance.

Table 3: Level of Awareness about the Information sources and Services

Level of awareness	Information sources	Percentage	Services	Percentage
Slightly aware	20	12.66	32	20.25
Moderately aware	93	58.86	88	55.7
Extremely aware	45	28.48	38	24.05
Total	158	100	158	100

Table 3 indicates the level of awareness about the information sources and services among job seekers at public libraries. Majority of the respondents are moderately aware (55.7%) about the information sources and services of public libraries followed by (24.05%) are extremely aware and (20.25%) are slightly aware about the information sources and services. Hence, it concluded that the majority of the respondents are moderately aware about the public libraries information sources and services.

Hypothesis 2

There is no significant difference between the level of awareness about the information sources and services and educational qualification.

Calculated Value	Degree of Freedom	Table Value
6.7	6	12.59

The above table shows that there is a significant difference between the level of awareness about the information sources and services and educational qualification (Chi-square value 6.70 with 6 degree of freedom, $p = 0.349$ at 0.05 level of significance).

From the above Table 4 it concluded that the majority of the respondents (68.35%) visit the public libraries

Table 4: Frequency of Visit to the Public Libraries

Frequency of visit	No. of Respondent	Percentage
Frequently	108	68.35
Occasionally	30	18.99
Rarely	20	12.66
Never	0	0.00
Total	158	100

frequently followed by occasionally (18.99%) whereas 12.66% visit the public libraries rarely. Hence, it stated that majority of the respondents visit the public libraries frequently.

Percentage denotes in parentheses

Table 5 explains about the usage of information sources and services among the job seekers at public libraries. Job oriented books (83.54%) are often used by the respondents followed by 56.33% of job oriented periodicals, 35.44% of e-resources and 43.04% of encyclopedia and dictionary are used occasionally. According to the usage of services 68.35% and 45.57% of the respondents use reading room and notice board and new arrivals display service often. 34.81% of the respondents occasionally use lending service, whereas respondents occasionally use CAS/SDI (52.53%), internet (58.86%), and reprography service (46.84%).

Hypothesis 3

There is no significant difference between the usage of information sources and services and educational qualification.

Variables	Calculated Value	Degree of Freedom	Table Value
Information Sources	5.11	6	16.81
Services	16.6	10	23.21

There is a significant difference between the usage of information sources (Chi-square value 5.11 with 6 degree of freedom, $p = 0.529$ at 0.01 level of significance) and services with educational qualification

Table 5: Usage of Information Sources and Services (N=158)

Information Sources	Often	Occasionally	Rarely	Occasionally
Job oriented books	132 (83.54)	24 (15.19)	1 (0.63)	1 (0.63)
Job oriented periodicals	67 (42.41)	89 (56.33)	1 (0.63)	1 (0.63)
E- resources	52 (32.91)	56 (35.44)	45 (28.48)	5 (3.16)
Encyclopedia / Dictionary	30 (18.99)	68 (43.04)	55 (34.81)	5 (3.16)
Services				
Lending	32 (20.25)	48 (30.38)	55 (34.81)	23 (14.56)
Reading room	108 (68.35)	38 (24.05)	10 (6.33)	2 (1.27)
CAS / SDI	48 (30.38)	83 (52.53)	22 (13.92)	5 (3.16)
Internet	44 (27.85)	93 (58.86)	18 (11.39)	3 (1.90)
Reprography	23 (14.56)	74 (46.84)	57 (36.08)	4 (2.53)
Notice board and new arrivals display	72 (45.57)	55 (34.81)	27 (17.09)	4 (2.53)

Table 6: Search Strategies Use to Access Information Sources (N=158)

Search Strategies	Often	Occasionally	Rarely	Never
Manual catalogue	21 (13.29)	32 (20.25)	43 (27.22)	62 (39.24)
OPAC / Web OPAC	103 (65.19)	49 (31.01)	5 (3.16)	1 (0.63)
Browse themselves in the stock area	92 (58.23)	58 (36.71)	6 (3.80)	2 (1.27)
Self list / Bay guide	45 (28.48)	68 (43.04)	35 (22.15)	10 (6.33)
Guidance from friends, relatives, and staffs	52 (32.91)	69 (43.67)	32 (20.25)	5 (3.16)

(Chi-square value 16.6 with 10 degree of freedom, $p = 0.083$ at 0.01 level of significance. Hence, null hypothesis rejected and alternative hypothesis accepted.

Calculated Value	Degree of Freedom	Table Value
53.0	8	20.09

Percentage denotes in parentheses

Table 6 indicates the search strategies used to get access to the information sources. 39.24% of the respondents have never used a manual catalogue. Majority of the respondents (65.19%) and (58.23%) often use online public access catalogue or web OPAC and browse themselves in the stock area. 43.04% and 43.67% occasionally use a self list or bay guide and got guidance from friends, relatives, and staff to get access to their needed information sources.

Hypothesis 4

There is no significant difference between the search strategies and educational qualification.

There is no significant difference between the search strategies and educational qualification. (Chi-square value 53.0 with 8 degree of freedom, $p = 0.000$ at 0.01 level of significance) Hence, null hypothesis accepted and alternative hypothesis rejected.

Percentage denotes in parentheses

From the above Table 7 it concluded that majority of the respondents (56.96%) satisfied with the information sources and services (63.29%) available in the public libraries followed by neither satisfied nor dissatisfied 23.42% and 25.32% very satisfied (14.56%) and (9.49%) and very few of the respondents dissatisfied (3.16%) and (1.27%).

Table 7: Level of Satisfaction (N=158)

Variables	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Information Sources	23 (14.56)	90 (56.96)	37 (23.42)	5 (3.16)	3 (1.90)
Services	15 (9.49)	100 (63.29)	40 (25.32)	2 (1.27)	1 (0.63)

Table 8: Problem face while access Information Sources and Services (N=158)

Problem	Strongly Agree	Agree	Neither agree or disagree	Disagree	Strongly disagree
Insufficient information sources	25 (15.82)	55 (34.81)	38 (24.05)	30 (18.99)	10 (6.33)
Inadequate services	23 (14.56)	54 (34.18)	40 (25.32)	33 (20.89)	8 (5.06)
Lack of search techniques	18 (11.39)	82 (51.90)	33 (20.89)	20 (12.66)	5 (3.16)
Staff approach	12 (7.59)	8 (5.06)	46 (29.11)	70 (44.30)	22 (13.92)
Infrastructure	45 (28.48)	75 (47.47)	20 (12.66)	15 (9.49)	3 (1.90)
Library timings	22 (13.92)	64 (40.51)	45 (28.48)	18 (11.39)	9 (5.70)

Percentage denotes in parentheses

Table 8 reveals that majority of the respondents agree that there is some problems like insufficient information sources (34.81%), inadequate services (34.18%), lack of search techniques (51.90%), infrastructure (47.47%) and library timings (40.51%). The respondents are disagreeing with the approach of staff (44.30%) and felt that their service is good in the public libraries.

FINDINGS AND CONCLUSION

- Majority of the respondents are male with the age group of 26 to 30 and have the educational qualification of a graduate.
- Majority of the respondents are having an average level (53.8%) of information literacy skills.
- Majority of the respondents are moderately aware (55.7%) about the information sources and services of public libraries.
- Majority of the respondents (68.35%) are visiting the public libraries frequently.
- Job oriented books (83.54%) are often used by the respondents followed by 56.33% of job oriented

periodicals, 35.44% of e-resources and 43.04% of encyclopedia and dictionary are used occasionally.

- 68.35% and 45.57% of the respondents use the reading room and notice board and new arrivals display service often.
- Majority of the respondents (65.19%) and (58.23%) often use online public access catalogue or web OPAC and browse themselves in the stock area.
- Majority of the respondents (56.96%) satisfied with the information sources and services (63.29%) available in the public libraries.
- Majority of the respondents agree that there are some problems like insufficient information sources (34.81%), inadequate services (34.18%), lack of search techniques (51.90%), infrastructure (47.47%) and library timings (40.51%).

From the above findings it concluded that the public libraries should concentrate in their collection development, latest services, and educated search strategies and improve the infrastructure. It also recommended improving public libraries' qualities through above mentioned methods to use the information sources and services in effective way.

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